Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Environmental Quality	Enterprise Security	Sharon Smith	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	4 4	0 0	4 4
		Eileen Dubach	5 5	0 0	5 5
		James Stearns	1 1	0 0	1 1
		Julie VanBeekum	1 1	0 0	1 1
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	3 3	0 0	3 3
		Assigned to Individual Total	15 14	0 0	15 14
	Metro B Desktop Support	Anthony Booyse	10 4	0 0	10 4
		Austin Farey	4 0	0 0	4 0

Environmental Quality

			Low	Medium	FCR Total
Environmental Quality	Metro B Desktop Support	Bill Crowther	15 3	0 0	15 3
		Cindy Reed	2 0	0 0	2 0
		Jay Locker	2 0	0 0	2 0
		Matthew Blunk	1 0	0 0	1 0
		Mike Wilde	3 0	0 0	3 0
		Peter Musser	3 0	0 0	3 0
		Sean Chadbourne	6 0	0 0	6 0
		Stephanie Young	5 0	0 0	5 0
		Tyler Pearce	12 1	1 0	13 1
		Assigned to Individual Total	63 8	1 0	64 8
	Metro B Help Desk	Gary Graham	15 11	0 0	15 11
		Todd Manning	11 9	1 1	12 10
		Torri Randa	1 1	0 0	1 1
		Val Shepherd	11 4	0 0	11 4

Environmental Quality

			Low	Medium	FCR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	38 25	1 1	39 26
	Metro B Hosting	Paul Seager	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	2 0	0 0	2 0
		Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Kelly Johnson	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		T Artis	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		125 47	3 1	128 48
Customer Company Total			125 47	3 1	128 48

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**Medium**	**MIR Total**
Environmental Quality	Enterprise Security	Sharon Smith	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	4 0	0 0	4 0
		Eileen Dubach	5 0	0 0	5 0
		James Stearns	1 0	0 0	1 0
		Julie VanBeekum	1 0	0 0	1 0
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	3 0	0 0	3 0
		Assigned to Individual Total	15 0	0 0	15 0
	Metro B Desktop Support	Anthony Booyse	10 0	0 0	10 0
		Austin Farey	4 0	0 0	4 0

Environmental Quality

			Low	Medium	MIR Total
Environmental Quality	Metro B Desktop Support	Bill Crowther	15 2	0 0	15 2
		Cindy Reed	2 0	0 0	2 0
		Jay Locker	2 0	0 0	2 0
		Matthew Blunk	1 0	0 0	1 0
		Mike Wilde	3 0	0 0	3 0
		Peter Musser	3 0	0 0	3 0
		Sean Chadbourne	6 2	0 0	6 2
		Stephanie Young	5 1	0 0	5 1
		Tyler Pearce	12 0	1 0	13 0
		Assigned to Individual Total	63 5	1 0	64 5
	Metro B Help Desk	Gary Graham	15 1	0 0	15 1
		Todd Manning	11 0	1 0	12 0
		Torri Randa	1 0	0 0	1 0
		Val Shepherd	11 0	0 0	11 0

Environmental Quality

			Low	Medium	MIR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	38 1	1 0	39 1
	Metro B Hosting	Paul Seager	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	2 0	0 0	2 0
		Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Kelly Johnson	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		T Artis	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		125 6	3 0	128 6
Customer Company Total			125 6	3 0	128 6

Enterprise Incident Report September 2012

As of **10/1/2012**

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Environmental Quality	Enterprise Security	Sharon Smith	1 0.76	0 0.00	1 0.76
		Assigned to Individual Total	1 0.76	0 0.00	1 0.76
	Help Desk	Brenda Treadway	4 0.00	0 0.00	4 0.00
		Eileen Dubach	5 0.03	0 0.00	5 0.03
		James Stearns	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Sarah Johnson	1 0.06	0 0.00	1 0.06
		Vicky Marrelli	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	15 0.02	0 0.00	15 0.02
	Metro B Desktop Support	Anthony Booyse	10 0.28	0 0.00	10 0.28
		Austin Farey	4 0.20	0 0.00	4 0.20

Environmental Quality

			Low	Medium	ATTIR Total
Environmental Quality	Metro B Desktop Support	Bill Crowther	15 0.44	0 0.00	15 0.44
		Cindy Reed	2 0.21	0 0.00	2 0.21
		Jay Locker	2 0.14	0 0.00	2 0.14
		Matthew Blunk	1 0.06	0 0.00	1 0.06
		Mike Wilde	3 0.25	0 0.00	3 0.25
		Peter Musser	3 0.24	0 0.00	3 0.24
		Sean Chadbourne	6 0.72	0 0.00	6 0.72
		Stephanie Young	5 0.35	0 0.00	5 0.35
		Tyler Pearce	12 0.17	1 0.00	13 0.15
		Assigned to Individual Total	63 0.32	1 0.00	64 0.32
	Metro B Help Desk	Gary Graham	15 0.22	0 0.00	15 0.22
		Todd Manning	11 0.00	1 0.00	12 0.00
		Torri Randa	1 0.00	0 0.00	1 0.00
		Val Shepherd	11 0.12	0 0.00	11 0.12

Environmental Quality

			Low	Medium	ATTIR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	38 0.12	1 0.00	39 0.12
	Metro B Hosting	Paul Seager	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Strategic Communications	Dennis Rogers	2 0.38	0 0.00	2 0.38
		Luis Larios	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	3 0.35	0 0.00	3 0.35
	Voice Operations	Gail Christiansen	1 0.09	0 0.00	1 0.09
		Kelly Johnson	2 0.13	0 0.00	2 0.13
		Assigned to Individual Total	3 0.12	0 0.00	3 0.12
	Voice/Data/WAN Services	Mike Johnson	1 0.33	0 0.00	1 0.33
		T Artis	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	2 0.23	0 0.00	2 0.23
	Assigned Group Total		125 0.22	3 0.00	128 0.22
Customer Company Total			125 0.22	3 0.00	128 0.22

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	Assigned Group	Assigned to Individual	Low	Medium	MR Total
Environmental Quality	Enterprise Security	Sharon Smith	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	4 0	0 0	4 0
		Eileen Dubach	5 0	0 0	5 0
		James Stearns	1 0	0 0	1 0
		Julie VanBeekum	1 0	0 0	1 0
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	3 0	0 0	3 0
		Assigned to Individual Total	15 0	0 0	15 0
	Metro B Desktop Support	Anthony Booyse	10 0	0 0	10 0
		Austin Farey	4 1	0 0	4 1

Environmental Quality

			Low	Medium	MR Total
Environmental Quality	Metro B Desktop Support	Bill Crowther	15 0	0 0	15 0
		Cindy Reed	2 0	0 0	2 0
		Jay Locker	2 0	0 0	2 0
		Matthew Blunk	1 0	0 0	1 0
		Mike Wilde	3 1	0 0	3 1
		Peter Musser	3 0	0 0	3 0
		Sean Chadbourne	6 0	0 0	6 0
		Stephanie Young	5 0	0 0	5 0
		Tyler Pearce	12 0	1 0	13 0
		Assigned to Individual Total	63 2	1 0	64 2
	Metro B Help Desk	Gary Graham	15 0	0 0	15 0
		Todd Manning	11 0	1 0	12 0
		Torri Randa	1 0	0 0	1 0
		Val Shepherd	11 0	0 0	11 0

Environmental Quality

			Low	Medium	MR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	38 0	1 0	39 0
	Metro B Hosting	Paul Seager	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	2 1	0 0	2 1
		Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	3 1	0 0	3 1
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Kelly Johnson	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		T Artis	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		125 3	3 0	128 3
Customer Company Total			125 3	3 0	128 3

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Environmental Quality	Enterprise Security	Sharon Smith	1 2.86	0 0.00	1 2.86
		Assigned to Individual Total	1 2.86	0 0.00	1 2.86
	Help Desk	Brenda Treadway	4 0.00	0 0.00	4 0.00
		Eileen Dubach	5 0.10	0 0.00	5 0.10
		James Stearns	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Sarah Johnson	1 0.73	0 0.00	1 0.73
		Vicky Marrelli	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	15 0.08	0 0.00	15 0.08
	Metro B Desktop Support	Anthony Booyse	10 1.13	0 0.00	10 1.13
		Austin Farey	4 4.66	0 0.00	4 4.66

Environmental Quality

			Low	Medium	ATTR Total
Environmental Quality	Metro B Desktop Support	Bill Crowther	15 1.21	0 0.00	15 1.21
		Cindy Reed	2 4.05	0 0.00	2 4.05
		Jay Locker	2 0.97	0 0.00	2 0.97
		Matthew Blunk	1 0.57	0 0.00	1 0.57
		Mike Wilde	3 8.00	0 0.00	3 8.00
		Peter Musser	3 1.02	0 0.00	3 1.02
		Sean Chadbourne	6 1.15	0 0.00	6 1.15
		Stephanie Young	5 0.47	0 0.00	5 0.47
		Tyler Pearce	12 0.36	1 0.00	13 0.33
		Assigned to Individual Total	63 1.57	1 0.00	64 1.55
	Metro B Help Desk	Gary Graham	15 0.23	0 0.00	15 0.23
		Todd Manning	11 0.09	1 0.00	12 0.08
		Torri Randa	1 0.00	0 0.00	1 0.00
		Val Shepherd	11 0.18	0 0.00	11 0.18

Environmental Quality

			Low	Medium	ATTR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	38 0.17	1 0.00	39 0.17
	Metro B Hosting	Paul Seager	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Strategic Communications	Dennis Rogers	2 5.21	0 0.00	2 5.21
		Luis Larios	1 3.91	0 0.00	1 3.91
		Assigned to Individual Total	3 4.78	0 0.00	3 4.78
	Voice Operations	Gail Christiansen	1 0.22	0 0.00	1 0.22
		Kelly Johnson	2 0.53	0 0.00	2 0.53
		Assigned to Individual Total	3 0.43	0 0.00	3 0.43
	Voice/Data/WAN Services	Mike Johnson	1 0.73	0 0.00	1 0.73
		T Artis	1 0.31	0 0.00	1 0.31
		Assigned to Individual Total	2 0.52	0 0.00	2 0.52
	Assigned Group Total		125 1.02	3 0.00	128 0.99
Customer Company Total			125 1.02	3 0.00	128 0.99

Environmental Quality

Detail

Incident	Requester	Category 1	Category 2	Product		Priority	Status	Missed	Hours
INC000000563450	Judy Etherington	None	None	None				TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Environmental Quality			Low	Closed		TTR Missed: No	2.33
INC000000572242	Harold Sandbeck	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality			Low	Closed		TTR Missed: No	0.00
INC000000572243	Scott Daly	None	None	None				TIR Missed: No	0.48
Metro B Help Desk	Gary Graham	Environmental Quality			Low	Closed		TTR Missed: No	0.52
INC000000572253	Kathy Lundy	PC/Laptop	Error	None				TIR Missed: No	0.38
Metro B Desktop Support	Anthony Booyse	Environmental Quality			Low	Closed		TTR Missed: No	0.46
INC000000572282	Kim Viehweg	Application	Error	None				TIR Missed: No	0.46
Metro B Desktop Support	Anthony Booyse	Environmental Quality			Low	Closed		TTR Missed: No	1.75
INC000000572287	Harold Sandbeck	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No	0.43
Metro B Help Desk	Gary Graham	Environmental Quality			Low	Closed		TTR Missed: No	0.47
INC000000572321	Craig W Jones	PC/Laptop	Error	Novell Client for 32-bit Windows				TIR Missed: No	0.28
Metro B Desktop Support	Anthony Booyse	Environmental Quality			Low	Closed		TTR Missed: No	0.64
INC000000572383	Candace Cady	PC/Laptop	Hardware	None				TIR Missed: No	0.20
Metro B Desktop Support	Anthony Booyse	Environmental Quality			Low	Closed		TTR Missed: No	0.52
INC000000572418	Hillary Mason	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality			Low	Closed		TTR Missed: No	0.87
INC000000572494	Kim Viehweg	None	None	None				TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Environmental Quality			Low	Closed		TTR Missed: No	0.43
INC000000572577	Kim Viehweg	None	None	None				TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Environmental Quality			Low	Closed		TTR Missed: No	0.02
INC000000572646	Melissa Copfer	PC/Laptop	Error	JavaPC				TIR Missed: No	0.32
Metro B Desktop Support	Anthony Booyse	Environmental Quality			Low	Closed		TTR Missed: No	1.20
INC000000572733	Jennifer Robinson	Application	Error	ZENworks for Desktops				TIR Missed: No	0.31
Metro B Desktop Support	Mike Wilde	Environmental Quality			Low	Closed		TTR Missed: Yes	21.72
INC000000572807	Hillary Mason	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality			Low	Closed		TTR Missed: No	0.00
INC000000573281	Dale Urban	Application	None	Microsoft PowerPoint				TIR Missed: No	0.53
Metro B Desktop Support	Austin Farey	Environmental Quality			Low	Closed		TTR Missed: Yes	15.10
INC000000573320	Pauline Gunn	EIS Hardware	Scanner	None				TIR Missed: No	0.28
Strategic Communications	Luis Larios	Environmental Quality			Low	Closed		TTR Missed: No	3.91

Environmental Quality

INC000000573424	Michelle Weis	None	None	None			TIR Missed: No	0.19
	Metro B Desktop Support	Austin Farey	Environmental Quality	Low		Closed	TTR Missed: No	3.42
INC000000573444	Kristin anderson	None	None	Microsoft Access 2003			TIR Missed: No	0.09
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low		Closed	TTR Missed: No	1.34
INC000000573455	Mark Bertelson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000573457	Jon Parry	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000573578	Heather Mickelson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000574077	Jason Wilde	Telecom	Voice Mail	Telephone			TIR Missed: No	0.19
	Voice Operations	Kelly Johnson	Environmental Quality	Low		Closed	TTR Missed: No	0.27
INC000000574150	Kathy Lundy	Application	None	None			TIR Missed: No	0.10
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low		Closed	TTR Missed: No	1.03
INC000000574538	Nicole Carrell	Print/Copy/Scan/Fax	None	None			TIR Missed: No	1.00
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low		Closed	TTR Missed: No	1.12
INC000000574571	Melissa Yazhe	None	None	ZENworks for Desktops			TIR Missed: No	0.46
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low		Closed	TTR Missed: No	1.42
INC000000574700	Jim Martin	PC/Laptop	Hardware	None			TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low		Closed	TTR Missed: No	0.40
INC000000575157	Doug Taylor	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000575164	Judy Etherington	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000575169	Harold Sandbeck	Server	None	None			TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Environmental Quality	Medium		Closed	TTR Missed: No	0.00
INC000000575171	Harold Sandbeck	None	None	None			TIR Missed: No	0.22
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low		Closed	TTR Missed: No	0.22
INC000000575174	Deborah Ng	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Medium		Closed	TTR Missed: No	0.00
INC000000575176	Judy Etherington	None	None	None			TIR Missed: No	0.23
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low		Closed	TTR Missed: No	0.23
INC000000575220	Brianna Ariotti	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low		Closed	TTR Missed: No	0.00

Environmental Quality

INC000000575271	Tammy North	Application	Error	None	TIR Missed: No	0.21
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.52
INC000000575303	Brent D Shaw	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000575360	Lisa Nelson	Network	Password	None	TIR Missed: No	0.31
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.97
INC000000575381	Linda Matulich	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.64
INC000000575415	Mat Carlile	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.30
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.30
INC000000575420	Donna Spangler	Application	Reporting	Novell GroupWise	TIR Missed: No	0.28
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.32
INC000000575450	Kathy Barker	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000575634	Kathy Barker	None	None	Adobe Acrobat	TIR Missed: No	0.17
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.15
INC000000575686	Heather Mickelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.13
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.62
INC000000575986	Doug Taylor	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000576061	Brent D Shaw	Application	None	Novell GroupWise	TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.56
INC000000576143	Richard McKeague III	PC/Laptop	Password	None	TIR Missed: No	0.18
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.88
INC000000576156	Pam Jacob	PC/Laptop	Hardware	None	TIR Missed: No	0.11
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.11
INC000000576293	Colt Smith	Application	Reporting	None	TIR Missed: No	0.17
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.17
INC000000576301	Elden Olsen	Application	Reporting	Microsoft Word	TIR Missed: No	0.13
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.78
INC000000576321	Richard McKeague III	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000576332	Linda Matulich	Application	None	Internet Explorer	TIR Missed: Yes	1.52
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	1.54

Environmental Quality

INC000000576393	Lisa Gelino-Titcomb	PC/Laptop	None	None		TIR Missed:	Yes	1.74
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	1.76
INC000000576421	Steven Onysko	PC/Laptop	Performance	Microsoft Office Professional 20		TIR Missed:	No	0.43
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed:	No	0.43
INC000000576424	James Harris	Network	Incident	None		TIR Missed:	No	0.62
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	0.62
INC000000576453	Douglas Bacon	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	0.23
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed:	No	1.19
INC000000576498	Daniela Walsh	Telecom	None	Telephone		TIR Missed:	No	0.13
	Voice/Data/WAN Services	T Artis	Environmental Quality	Low	Closed	TTR Missed:	No	0.31
INC000000576693	David Wilson	PC/Laptop	Password	None		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000576787	Ilene Staker	Application	Error	None		TIR Missed:	No	0.12
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	0.12
INC000000576795	Ilene Staker	Telecom	None	None		TIR Missed:	No	0.09
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Resolved	TTR Missed:	No	0.22
INC000000576862	Kim Shelley	None	None	ZENworks for Desktops		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000577070	Jodie Swanson	Application	Password	Internet Explorer		TIR Missed:	No	0.71
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed:	No	0.72
INC000000577127	Judy Etherington	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.33
	Voice/Data/WAN Services	Mike Johnson	Environmental Quality	Low	Closed	TTR Missed:	No	0.73
INC000000577155	Suzan Tahir	Application	None	None		TIR Missed:	No	0.02
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	0.35
INC000000577218	Shirlie Van Wagoner	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.11
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed:	No	0.11
INC000000577286	Daniela Walsh	Application	Error	None		TIR Missed:	No	0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	0.16
INC000000577294	Kenneth Symons	Telecom	Call/Receive	Telephone		TIR Missed:	No	0.07
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed:	No	0.80
INC000000577439	Sandy Dixon	None	None	None		TIR Missed:	No	0.00
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000577534	Leah Ann Lamb	Application	Error	Novell GroupWise		TIR Missed:	No	0.07
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed:	No	0.07

Environmental Quality

Incident	Requester	Category	Type	Item	TIR Missed	Value1
INC000000577624	Jennifer Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000578513	Jeri P Olsen	EIS Hardware	Printer	None	TIR Missed: No	0.28
	Strategic Communications	Dennis Rogers	Environmental Quality	Low	Resolved	TTR Missed: Yes	6.72
INC000000579033	Dean Henderson	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000579083	Suzan Tahir	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000579247	Paul Mcconkie	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000579395	Bruce Hagans	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000579576	Arlene Lovato	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.17
	Help Desk	Eileen Dubach	Environmental Quality	Low	Resolved	TTR Missed: No	0.48
INC000000579610	Arlene Lovato	EIS Hardware	Printer	None	TIR Missed: No	0.48
	Strategic Communications	Dennis Rogers	Environmental Quality	Low	Resolved	TTR Missed: No	3.71
INC000000579821	Brent D Shaw	Application	Password	Novell Messenger	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000579822	Toby Hooker	PC/Laptop	None	None	TIR Missed: Yes	1.13
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	1.21
INC000000579955	Gwyn Galloway	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000580101	Tom Orth	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000580122	Patrick Sheehan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000580369	Jinnie Edgar	None	None	Novell GroupWise	TIR Missed: Yes	1.10
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	1.19
INC000000580394	Elisa Smith	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	
INC000000580548	Toby Hooker	Network	Performance	Novell eDirectory	TIR Missed: No	0.31
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.82
INC000000580581	Elisa Smith	None	None	Symantec Backup Exec Remote	TIR Missed: Yes	2.10
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	3.14

Environmental Quality

INC000000580642	Rich Peterson	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.27
INC000000580763	Mike Shupryt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000580813	Joel Karmazyn	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000580823	Sharon Thompson	Network	Password	None	TIR Missed: No	0.76
	Enterprise Security	Sharon Smith	Environmental Quality	Low	Resolved	TTR Missed: No	2.86
INC000000581046	Elisa Smith	None	None	Novell Messenger	TIR Missed: No	0.43
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.43
INC000000581055	Mike Herkimer	Billing	None	None	TIR Missed: Yes	1.56
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	1.85
INC000000581502	Steve Packham	Mobile Devices	Error	iPhone	TIR Missed: No	0.06
	Help Desk	Sarah Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	0.73
INC000000581751	Craig Silotti	Application	Reporting	None	TIR Missed: No	0.57
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	4.42
INC000000581867	EQ He	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000581878	EQ He	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000581901	Melissa Copfer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000582317	Joe Rockwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000582336	John Waldrip	Application	None	Mozilla Firefox	TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed: No	5.84
INC000000582362	Thad Baldwin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000582417	Suzan Tahir	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.06
INC000000582648	Rebecca Troutman	Telecom	Hardware	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000582867	Don Verbica	PC/Laptop	Error	None	TIR Missed: No	0.69
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.81

Environmental Quality

INC000000582898	William B Harned	None	None	None	TIR Missed: No	0.06
Metro B Desktop Support	Matthew Blunk	Environmental Quality	Low	Resolved	TTR Missed: No	0.57
INC000000582945	Bruce Hagans	PC/Laptop	None	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000582974	Michael Zucker	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro B Desktop Support	Austin Farey	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000583109	David McCleary	Application	None	Mozilla Firefox	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000583112	Edward Costomiris	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.37
Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	1.37
INC000000583334	Sheila Stone	PC/Laptop	Error	None	TIR Missed: No	0.43
Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed: No	2.25
INC000000583372	Rob Powers	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000583396	Karen H Keller	Application	Error	None	TIR Missed: No	0.30
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	3.23
INC000000583687	Steven Onysko	PC/Laptop	Error	Microsoft Office	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000583748	Carlee Christoffersen	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.07
Metro B Desktop Support	Austin Farey	Environmental Quality	Low	Resolved	TTR Missed: No	0.10
INC000000583899	Sheila Stone	PC/Laptop	None	None	TIR Missed: No	0.19
Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	0.33
INC000000584000	Elisa Smith	PC/Laptop	Virus	None	TIR Missed: No	0.20
Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	0.60
INC000000584132	Shelley Hansen	PC/Laptop	Virus	None	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	2.91
INC000000584272	Nicole Carrell	None	None	None	TIR Missed: No	0.19
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.34
INC000000584395	Jalynn Knudsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.42
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.42
INC000000584503	Faye Bell	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000584550	Brad T Johnson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Medium	Resolved	TTR Missed: No	0.00

Environmental Quality

INC000000584571	Susan Woeppel	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000584591	Randy Sargent	Application	Error	None	TIR Missed: No	0.06
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.06
INC000000584614	Kim Shelley	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000584768	Mike Herkimer	None	None	ZENworks for Desktops	TIR Missed: No	0.12
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.12
INC000000585223	Nando Meli Jr	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000585239	Michael George Jr	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000585311	Harry D Campbell	None	None	Symantec AntiVirus	TIR Missed: No	0.32
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	2.16
INC000000585347	Toby Hooker	Network	Performance	Novell eDirectory	TIR Missed: No	0.43
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.46
INC000000585358	Roy Vanos	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.25
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.25
INC000000585524	Dave Prey	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00